

FLAG

**Friends of the
Library
At
Goddard**

Library Website – <http://library.gsfc.nasa.gov>

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**Volume 3
No. 4
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Newsletter from the
Homer E. Newell
Memorial Library
at NASA's Goddard
Space Flight Center

Goddard Library Events

Library Visiting Committee Returns

In May the Library enlisted experts from a number of distinguished institutions, such as the National Agricultural Library, Cal Tech University, the University of Pittsburgh, and the University of Maryland to assess and review the Library's near-term and long-term direction. In Spring 2002, this group convened to observe Library management and report their findings to Center management. This committee provides credible and independent validation to help the Library continue to serve its communities to the highest degree possible. Again, the Visiting Committee will report its findings on issues to improve the Library's effectiveness or efficiency in a strategic context to Center management.

Observations from the Visiting Committee include: the Library "has become a Center of expertise for the selection, organization, acquisition, and persistence of information and knowledge that extends beyond the traditional four walls. It has aggressively developed and applied new information technologies. It is very clear to the Visiting Committee that the GSFC Library is a leader among research libraries in the development and



The Visiting Committee at the Goddard Library application of new technology for the management and dissemination of scientific information."

Librarian Wins Excellence in IS&T Award

In May, Ms. Janet Ormes was awarded the Center's prestigious Excellence in Information Science and Technology Award 2003. This award is presented annually to the Goddard employee who best exhibits broad, significant contribution to Goddard programs or projects in the areas of information science and technology, and recognizes career achievement or a specific act of exceptional merit completed the previous year. Specifically Ms. Ormes was presented the award "for her strong, sustained leadership in advancing the use of information technologies and for eliminating the

Current Events cont.



Janet Ormes Accepts the IS&T Award (Dr. Ghassem Asrar, Assoc. Administrator for Earth Sciences NASA HQ; Janet Ormes; Center Director Al Diaz; and Milt Halem)

boundaries between traditional library support and the need for preserving knowledge unique to the Goddard Space Flight Center. She is a pioneer in the use of Open Archival Information System (OAIS) Reference Model for managing and preserving electronic resources.”

Most importantly, “Ms. Ormes continually seeks out opportunities to push the library’s capabilities and services far beyond those of a traditional library, and one of her great strengths is her ability to form partnerships both within and outside Goddard to further these capabilities. She promotes Goddard’s reputation as a leader in knowledge management through these partnerships and in taking on leadership roles.”

Library Activities

You may have noticed a flurry of activity within the Library this spring. On March 25 the Library hosted “Tipping Over SUVs at Goddard.” The Event featured an entertaining and informative video of the Center’s centrifuge at work and was followed by a lively discussion led by Dan Worth, Code 540, and refreshments. Attendees learned about Goddard’s partnership with the Department of Transportation to test SUVs on Goddard’s centrifuge.

The Library has also played host to several receptions, one given by Code 200 in honor of the Library being awarded Federal Library of the Year, and another given by the Public Affairs Office in honor of the Power Plant Gas Reclamation Project, which brought several dignitaries into the Library.

Last but not least, April Tinsley, the Library’s InterLibrary Loan Technician was thanked by Stacy Day in her Ph.D. dissertation for “always finding the hard to find.” The dissertation was entitled “Leadership Practices of Project Scientists at the United States National Aeronautics and Space Administration.”

Library Focus Groups

Are you overwhelmed with the amount of information out there? If you answered yes, you are not alone.

The Library found out this spring while conducting focus groups exploring the issues of information use and needs as they apply to work here at Goddard. Focus groups are an interactive process whereby participants “feed” off of each other in generating answers to facilitated questions. The Library employed this method to obtain direct feedback about the current and future information needs of Goddard scientists and researchers.

Library staff solicited volunteer participants, who more often than not, were enthusiastic about sharing with the Library their information needs. Based on the Goddard directorates five focus groups were held in order to learn if the different organizations have unique information requirements. Codes included 400 (Flight Programs and Projects), 500 (Engineering), 600 (Space Sciences), 900 (Earth Sciences), and a group of Astrobiologists.

The participants included both users and non-users of the Library who work at GSFC as either NASA employees or contractors. Lasting for one hour, the facilitated sessions worked through a core set of questions as well as directorate-specific questions.

You are not alone!

Indeed, during all five of the focus groups participants expressed being overwhelmed with the amount of information available. They also expressed growing concern about making sure they have the most recent information when they need it and not having to expend a great deal of time locating it. Everyone preferred having information readily accessible and favored desktop access.

Focus Groups Identify Trends in the Information Chain

Several trends kept emerging during the focus groups. These included:

- Most people check with colleagues first when looking for information
- Most participants use the Library as much or more than before, but visit the Library less
- They experience difficulty in getting exactly what they need, in particular non-published information. There is a great need for better metadata.
- Most participants use the Internet at some point when looking for information.
- Electronic Library services are essential for conducting research.
- Most prefer information electronically and at their desktop.
- Participants expressed concern that there is information that could save them time, but they can’t get to it and/or don’t have the time to find it.
- Many participants can get to information within their own group/project at GSFC, but find it difficult to locate information from other projects and/or partner institutions.
- Growing amount of interdisciplinary work being conducted at Goddard requires beginner and intermediary level books.
- Participants experience greater ease in locating needed resources through the Library than other sources, such as the Internet and project libraries.

Focus Groups cont.

- Many participants are still wedded to print journals despite e-journal availability. Most scientists rely on serendipity in their research and believe e-journals do not allow for creative browsing and discovery. However, Code 900 participants are willing to eliminate print journals as long as e-journals are available and they can be ensured access to back issues.
- Everyone would like to have a coffee cart and snacks available in the Library.
- Everyone is very satisfied with the level of customer service they receive from the Library.

Future Opportunities

The focus groups were also used as a way to determine the future information needs of Goddard researchers and scientists. While thinking about the future they also provided the Library with their ideal of an information rich-world. Resoundingly, participants would like to be automatically notified of news and current information applicable to their fields.

Participants also generated an information “wish list” including:

- All project documentation accessible through one interface.
- Receiving notification when information is updated on a particular project to ensure they have the latest information.
- Greater access to information in full-text and data.
- Having links to raw data directly from articles and/or catalog.
- The ability to request copies of articles directly from the citations.
- Annotations in the Library's catalog.
- Accessing holographic images the way we now access text.
- Receiving information updates on subjects of interest.
- Collaborative partnerships with National Agriculture Library and other institution and university libraries for electronic access to information resources.
- More books on statistics; electronic access to the Encyclopedia of Statistics.
- Access to social science and economic resources.
- Library providing the scanning of articles and documents with electronic delivery.
- Better guidance/map within the journal stacks including indicators for missing journals.

With Thanks and a Promise

The Library thanks each of the participants for their time, energy, and insightful feedback regarding their information use and needs. All of the information we gleaned from the focus groups will be thoughtfully reviewed and considered. While change will not happen overnight the Library's promise to you, our users, is that we will keep your feedback firmly in mind as we seek opportunities to implement new capabilities.

In the Stacks

The Cambridge Encyclopedia of the Sun

by Kenneth R. Lang - QB 521 .L24 2001



The Sun is our powerhouse, sustaining life on Earth. It energizes our planet and fuels the engine of life. Its warmth drives our weather, lifting water from the seas and producing winds that drive clouds over the continents.

Lang uses modern spacecraft, such as SOHO, to investigate activity on the Sun. He has been a Visiting Senior Scientists in Solar Physics at NASA Headquarters.

Volcanoes

Philippe Bourseiller - QE 522 .B77 2002

At first glance, this would appear to be just another oversize book of pretty pictures.

But while the color photographs are impressive, the text is equally important; Durieux is a volcanologist who has been consulted by the UN to evaluate sites for damage and safety. Each chapter includes introductory text on a focused topic, from legends to personal exploratory experiences to scientific description of how volcanoes form. Following are a page of thumbnail photos with descriptions and 30 to 40 pages of incredibly detailed images of volcanoes from all over the world, taken by Bourseiller, a five-time winner of the World Press Prize.



Knowledge Management for IT Professionals:

A Blueprint for Delivery

Tom Knight, Trevor Howes - QB 54 .W384 2002



Written by two leading Knowledge Management practitioners, this book looks beyond academic theory and software company hype to focus on the roles that knowledge and information play in creating high-performance organizations. Contains a comprehensive survey of the whole area of Knowledge Management, from theory and strategy creation through to techniques, tools and delivery. Provides insight into developing and managing Knowledge Management initiatives. And bridges the gap between theoretical, strategic and practical hands-on applications.

Did you Know...

About the Library's Special Displays?

Have you ever wondered what the people in the building next to yours are working on? Or, for that matter, what the person in the next hallway down is doing? If you *have* wondered (or are wondering now that we've put the idea in your head), the Library has a display that might be of interest to you. Now, we know that you can just look on the web for a description of different codes or projects, but we are going on the theory that a picture is worth a thousand words, (especially colorful, glossy pictures, or moving images.) The Goddard Library has started a new display entitled "Who's Doing What at Goddard". Each month will focus on a different code or project, and will feature items related to the project that are available for public or internal distribution such as posters, CD's, brochures, and booklets.

In April, the Library highlighted the Earth Observing System (EOS) — featuring posters, pictures, glossy reports, CD-ROMs, and brochures. In May, the Scientific Visualization Studio (SVS) provided posters and a DVD, which played continuously throughout the day. This coming month we have ... well, you'll just have to stop by and see what we have. But

we can let you know that we are featuring Code 600 this month, particularly SOHO. So come take a look and learn about Who's Doing What at Goddard. And if *your* group has some interesting pictures, videos, etc. — let us know. We look forward to learning about and sharing your work too!

Contact us by phone (301-286-7218), or email (library@library.gsfc.nasa.gov).



Recent Displays in the Library featuring SOHO (above) and the SVS Group (right)

Library Council

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InterLibrary Loan:	301-286-2838
Literature Search:	301-286-9161
Book Suggestions:	pbanholz@library.gsfc.nasa.gov
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